

**JOB DESCRIPTION
PUBLIC TRANSPORTATION DEPARTMENT
TRANSIT OPERATOR**

1. **JOB TITLE:** Transit Operator
2. **DEFINITION:** A Transit Operator is responsible for providing safe and courteous and on-time transportation to the general public in a variety of mass transit vehicles; adhere to traffic regulations; collect fares, issue transfers; provide verbal information to the public regarding routes, schedules and transfer points; communicate and interact with individuals of various backgrounds and abilities; communicate via radio and provide verbal and written reports. Punctuality and regular attendance are required in this position in order to provide dependable service to the public. The employee is under the immediate supervision of the Operations Supervisor and must be able to follow instructions, which are detailed and specific. All employees are responsible to the City Manager. This position is classified as Non-Exempt for purposes of the Fair Labor Standards Act, as having a possible occupational exposure to blood-borne pathogens, and as Safety Sensitive; the employee is subject to pre-employment, random, promotion and transfer, post-accident (incident), reasonable suspicion, return to duty and follow-up drug and alcohol testing.
3. **EQUIPMENT/JOB LOCATION:**
 - a. The employee will operate or drive a variety of transit vehicles at the Public Transportation Department.
 - b. The Operator reports to work at the Public Transportation Department. Work will be performed throughout the City as the vehicle covers its assigned daily route and other duties. The Operator occasionally works outside in weather conditions and may be exposed to wet and/or humid conditions, toxic or caustic chemicals. The noise level in the work environment is usually quiet while in the office, or moderately loud while in the field. All City buildings and vehicles are smoke-free.
4. **ESSENTIAL FUNCTIONS OF THE JOB:**
 - a. Operates transit vehicles to transport passengers over established routes according to set time schedules and collects appropriate fare.
 - b. Sits for extended periods of time, lifts or pulls up to 40 pounds, performs repetitive body movements to operate controls, works independently with a minimum of breaks, operates a transit vehicle in heavy traffic and in emergency or hazardous situations or conditions.
 - c. Performs routine Pre-Trip and Post-Trip safety inspections and associated documentation on assigned vehicle.
 - d. Provides safe and efficient vehicle operations for the purpose of transporting passengers.
 - e. Monitors radio communications while on route to ensure safe and timely arrival and departure times.
 - f. Cleans up vehicles used after completion of daily assignment or when determined necessary.

- g. Regulates heating and cooling for passenger comfort.
- h. Reports mechanical defects to immediate supervisor as soon as noticed.
- i. Monitors pre-established fares and records money, tokens and transfers received.
- j. Provides public information to passengers concerning routes, schedules, and how to use the transit system.
- k. Provides special care and treatment to elderly and handicapped individuals.
- l. Operates wheelchair lift equipment for passengers using mobility devices and/or those unable to use the stairs.
- m. Assists in training of new personnel on equipment operations and procedures as needed.
- n. Maintains clear and complete records and logs
- o. Completes clear and concise incident and accident reports.
- p. Effectively responds to emergencies on and near the vehicle.
- q. Performs all functions of the job in a courteous manner.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- a. Must be 21 years of age or older.
- b. High school diploma or equivalent required.
- c. Must have legal authorization to work in the United States.
- d. Must submit to and pass a pre-employment drug and alcohol screen.
- e. Must possess and maintain an applicable Commercial Drivers License (CDL) for public passenger transport valid within the State of Tennessee.
- f. Satisfactory physical exam and police background check required as a condition of employment.
- g. Must not have been convicted of, pleaded guilty to or entered a plea of *nolo contendere* to any felony charges involving drugs, alcohol, violence, theft, or arson.
- h. Must not have been convicted of, pleaded guilty to or entered a plea of *nolo contendere* to any misdemeanor charges involving DUI/DWI, alcohol or drugs within the past five (5) years.
- i. Complete knowledge of traffic laws.
- j. Considerable knowledge of, or the ability to learn, the transit routes.
- k. Ability to maintain correct operating speeds with the safety and speed regulations in conforming within time constraints.
- l. Must possess and the ability to maintain a safe driving record. Failure to do so may result in discipline up to and including termination.
- m. Successful completion of training including CPR, First Aid, Blood Borne Pathogens, Defensive Driving, Passenger Assistance Techniques, Safety, Sensitivity Training with disabilities, Drug and Alcohol Awareness, and additional topics as needed.
- n. Skill and ability to operate a large vehicle in traffic and close quarters.
- o. Ability to effectively communicate through the use of two-way communication devices.
- p. Ability to be seated in a vehicle for prolonged periods of time.
- q. Ability to operate a motor vehicle under normal and adverse conditions while maintaining the ability to communicate and activate the equipment in the vehicle.

- r. Ability to sit for extended periods of time, lift or pull up to 40 pounds, perform repetitive body movements to operate controls, work independently with a minimum of breaks, operate a transit vehicle in heavy traffic and in emergency or hazardous situations or conditions.
- s. Complete knowledge of occupational hazards and safety precautions of the work, along with the ability to administer safe workplace rules and procedures to fellow employees.
- t. Ability to maintain effective public relations.
- u. Ability to establish and maintain an effective working relationship with supervisors and other employees and to deal with the public in a professional and courteous manner some of whom may be irate or unreasonable.
- v. Ability to understand and follow oral and/or written instructions.
- w. Knowledge of defensive driving techniques.
- x. Ability to report to work on time and perform the duties of the position for an entire workday.
- y. Ability to work all shifts and all days of the year, including holidays, resulting in irregular work schedules with some overtime required.
- z. Ability to read and understand street maps and directions.
- aa. Ability to perform the functions of the job safely, without presenting any threat to oneself or others.
- bb. Maintain neat appearance and respectful manner.

Non-Exempt
Safety Sensitive
January 5, 2007